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EMERGING INTERNATIONAL BEST PRACTICES

13TH ANNUAL PUBLIC PERFORMANCE CONFERENCE



NATIONAL CENTER FOR PUBLIC PERFORMANCE
BOSTON - SEPTEMBER 24-25, 2020

Conference

Call for

#NCPP2020 Call for Proposals

The 2020 conference will feature multiple research and practice-oriented panels designed to convey the latest in public performance scholarship and insights that practitioners might apply in their own organizations. Examine, discuss, and network with performance management experts to discover compelling practices and research that can be utilized to maximize outcomes with minimal costs.

Individual panels will emphasize such themes as:

- The 2020s: Opportunities and challenges for a new decade of performance
- Strategic collaborations across levels of governance
- Performance & Democracy: Ethics, motivations, and competencies
- International perspectives on municipal performance management
- From technology to transparency: using customer-centric tools, e-governance, and digital measures to improve public satisfaction
- Case studies in generally accepted performance principles
- Operational and tactical issues in sustaining a performance initiative

Proposals for academic or practitioner presentations pertaining to performance management efforts in local, county, state, or federal government or nonprofit organizations are invited.

To apply, please submit a 250-400-word proposal on the submissions page. Those submitted by April 15, 2020 will receive priority attention and notification of status by April 30th. Proposals received after this date will be considered on a space-available basis. Please note that all presenters are required to register (a discounted registration rate of \$99 for the full conference is available) and are responsible for their own travel and lodging. Selections will be based upon alignment with conference themes and quality of research. Conference logistics and accommodation suggestions will be made available at www.publicperformance.org/conference.

Please submit proposals here.

News in the Field

10 Steps to Creating a Data-Driven Culture

By David Waller

*Read on Harvard
Business Review*

"Exploding quantities of data have the potential to fuel a new era of fact-based innovation in corporations, backing up new ideas with solid evidence. Buoyed by hopes of better satisfying customers, streamlining operations, and clarifying strategy, firms have for the past decade amassed data, invested in technologies, and paid handsomely for analytical talent. Yet for many companies a strong, data-driven culture remains elusive, and data are rarely the universal basis for decision making."

The Perennial Siege on Performance Auditors

By Katherine Barrett and Richard Greene

*Read on IBM
Center for The
Business of
Government*

"Performance auditors have an uphill battle to maintain their budgets and independence. Citizens should hope they win."

Best-Performing Cities 2020: Where America's Jobs are Created and Sustained

By Michael C.Y. Lin, Joe Lee, Perry Wong

Read on Milken
Institute

"How did US regional economies perform recently? What are the key factors driving their growth and decline? The Milken Institute's Best-Performing Cities series has tracked the economic performance of US metros for two decades using job, wage and salary, and high-tech gross domestic product (GDP) indicators. With this publication, we hope metros will learn from others' experiences and enhance urban economies in the long run. "

How Cities Lost Control of the Urban Tech Revolution

By Aaron M. Renn

Read on Governing

"As the "smart city" movement has progressed through three distinct waves, local governments have found themselves increasingly struggling to manage the changes that alter many aspects of urban life."

Professional Development & Jobs

Public Performance and Management Review Call for Manuscripts

Public Performance and Management Review (PPMR), the journal of the American Society of Public Administration's Section on Public Performance and Management invites manuscripts addressing a broad range of factors influencing the performance of public and nonprofit organizations and agencies (including best practices in measuring and evaluating performance, improving budget strategies, managing human resources, building partnerships, engaging citizens, and applying new technologies). More information is available [online](#) and by [email](#).



Call for Submissions

How are you using data to shape your organization and create impact? [Share your story here](#) to be featured in an upcoming newsletter or on our website.



Job Listings

[City Performance Project Manager](#) - Office of the Controller, City & County of San Francisco, CA

[Quality Improvement/Performance Management Coordinator](#) - Department of Public Health, Madison and Dane County, WI

[Chief Asset and Performance Manager](#) - Department of Transportation, State of South Carolina

[Data Architect](#) - Town of Gilbert, AZ



Contact the NCPP

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